

**MINUTES OF
HENNEPIN COUNTY LIBRARY BOARD MEETING
November 30, 2016**

The Hennepin County Library Board met Wednesday, November 30, 2016 at Minneapolis Central Library.

Present: Adja Ann, Katherine Blauvelt, Caitlin Cahill, Chris Damsgard, Barb Fenton, Jonathan Gaw, Kathleen Lamb, and Jane Shanard.
Hennepin Maureen Hartman, David Hough, Johannah Genett, Samantha Jekot-Graham, Lois Lenroot-Ernt, Janet Mills, Christy Mulligan, Shira Naharit,
County Staff: Nancy Palmer, Kristi Pearson, Judy Regenscheid, Kelly Stade, Rebecca Thayer, Lois Langer Thompson, Ali Turner, Karen Westwood, and
Marilyn Zastrow.
Public: None

CALL TO ORDER

Library Board President Chris Damsgard called the Hennepin County Library Board meeting of November 30, 2016 to order at 5:02 p.m. and welcomed all in attendance.

APPROVAL OF AGENDA

Caitlin Cahill made a motion to approve the agenda; seconded by Jane Shanard. Motion passed.

CONSENT ITEMS

Jane Shanard made a motion to approve the meeting minutes of October 26, 2016 and accept donations; seconded by Caitlin Cahill. Motion passed.

PUBLIC COMMENT None

PRESIDENT'S REPORT

• Hennepin County Administrator David Hough and Assistant County Administrator – Operations Judy Regenscheid

David Hough summarized his visit with the Library Board two years ago. A number of changes have been made across the organization to align the 35 departments into five business lines. He discussed the creation and implementation of the five core values: Employee engagement; Workforce development; Diversity & Inclusion; Customer services; and Continuous improvement. The County is shifting to a proactive, front-end approach versus a reactive, back-end response to reduce disparities. Hennepin County's initiatives include: housing, health, education, and economic disparities.

Judy Regenscheid said that the Library has contributed to eliminating disparities. Examples include free Internet access for job-seekers and the use of learning tools like Lynda.com. ConnectEd will be expanded next year, distributing library cards not only to students and teachers, but to school staff and the entire community. Services aimed at breaking down disparities include Homework Help and Outreach Services. Reviewing policies for equitable access to Library resources is another initiative.

David Hough thanked the Library Board for their service, initiative, and leadership to make HCL a great library system. He answered Library Board members' questions including: what is the value of library assets; how does the Center of Innovation and Excellence contribute to the Library's work; give an example of a County Administrator's recommendation to the County Board that supports the Library; recognizing that the Library is a "great equalizer," will the Library's budget be increased to support its work reducing disparities? Other topics addressed were: Hennepin County's efforts to attract new talent; Hennepin County's status to become a sanctuary city; and the financial implications on the budgets following the current election.

• Announcements

- Chris Damsgard sent a letter on behalf of the Library Board to Margaret Kersteter, congratulating her on receiving the "Stand Up for Standout Friends" recognition from the Minnesota Association of Library Friends.

• Approve 2017 Meeting Dates and Locations

- Jonathan Gaw made a motion to approve the 2017 Library Board meeting schedule with the consideration of cancelling the August meeting based on agenda; seconded by Jane Shanard. Discussion followed. Motion passed.

LIBRARY BOARD DIALOGUE

• Community-based library service: overview and Library Board dialogue

Engaging the Library Board in the preliminary phases of new projects and service ideas was discussed by Library Director Thompson and Chris Damsgard. Library Director Thompson proposed that members participate in dialogues with library staff to better inform the work of library service design. The two areas for discussion were pop-up library service and automatic renewal of library materials.

- Kelly Stade and Christy Mulligan described pop-up libraries as temporary library experiences that are strategically placed in community gathering places. They are planned with the community and provide attendees the experience of visiting a library. You can register for a library card, browse and check out library material, use online resources, and participate in learning activities. Pop-up libraries benefit the community and provide opportunities for library staff to build relationships with residents and community partners. In 2016 they were successfully used for the Cedar Riverside grant project, with locations in a mosque, playground, apartment building lobby, school cafeteria, and parking lot. Next year HCL hopes to bring this model to other communities throughout Hennepin County.
- They asked the Library Board to think about their experience in their community and as a library user. Three questions were posed: 1) What elements would give this pop-up the experience of the library? 2) Who in your community experiences barriers? 3) What other key ingredients or strategies will make this pop-up successful?
- Board members discussed Cedar-Riverside pop-up's attendance (Six pop-up libraries drew about 700 participants.); event publicity; community partners/stakeholders; and the advantages/disadvantages to promoting the pop-ups as independent events.
- The Library Board's brainstorming ideas covered Wi-Fi access; reaching underserved communities; connecting with people who don't normally go to the library; community ambassadors; steps to make the pop-up events repeatable; including art in the pop-up set-up; transitioning to the brick and mortar experience; use of social media to advertise pop-up locations; creating a mobile Makerspace; and bringing teen tech center technology to areas that don't have one.
- **Auto-renewal overview and Library Board dialogue**

Samantha Jekot-Graham talked about auto-renewal as a service enhancement. Library Services is considering ways to make check out procedures easier and more accessible.

 - How auto-renewal would work
 - Any item checked out by HCL patrons would be automatically renewed up to three times, three days prior to a due date, if no one else has requested the item. They will not have to have access their account for their items to renew. They would no longer be charged overdue fees for late renewals. If the patron has an email address and an item won't renew due to a request, they will receive an email letting them know that the item is due in three days and can't be renewed. There would also be a message in their library card account. Emails would not go out if items are renewed. Most items will be available for auto-renewal, but items such as interlibrary loan materials and Book Club Kits would not be auto-renewed.
 - Benefits for auto-renewal
 - Improved customer service by assisting patrons to manage their borrowed materials.
 - Patron convenience: less time would be spent manipulating their accounts.
 - Minimizes the potential for overdue fines due to late renewals.
 - Reduction in the number of patron account questions that staff are asked daily.
 - The Library Board talked about how automatic renewal would impact the income derived from fines on overdue materials. They asked whether automatic renewals would reduce the incentive to return materials and the availability of materials to check out. The experiences of peer library systems with automatic renewals and fine waiving were also discussed.
 - Other topics covered in the Question and Answer session include: applying auto-renewal to Outreach Services; the potential for a pilot project or gradual phase-in of the program; the procedures to renew a book without auto-renewal; the communication plan to alert patrons to the new service; and the timeline to implement an auto-renewal program.
 - Library Director Thompson asked the Library Board how they would like staff to follow up on these dialogues. Discussion followed about the advantages of a dialogue format and ways to provide feedback.

DIRECTOR'S REPORT

- **Library, County and Community Updates**
 - Facility Services and Library alignment update
 - Lois Lenroot-Ernt will redirect her work from Capital Projects to support Strategic Library Initiatives including working with the Library Board on policy and leading the Library's promise to use research-based information when developing library services including statistics and research. She will report to Maureen Hartman.

- Ann Woodson-Hicks will continue to lead Library facility projects. She will report to Library Director Thompson.
- Recognition for HCL
 - Participated in a KSTP interview for million-dollar grant funding.
 - Applied for a Local Government Initiative Award for ConnectEd and an Innovation Award from the Urban Libraries Council for the Cedar Riverside project. While neither was selected, we will continue to apply for recognition of our great work.
 - HCL received a certificate of recognition for work in support of the Talking is Teaching: Talk, Read, Sing Minneapolis Campaign from the City of Minneapolis and Mayor Betsy Hodges.
- Community/Library events
 - Attended the Cedar Riverside Opportunity Center kick-off on October 28. The Library, in partnership with MCTC, Emerge and Hennepin County Workforce Development, will provide some library services there.
 - Attended the Minneapolis Central Library 10th Anniversary celebration on November 5 with Adja Ann, Kathleen Lamb, Samuel Neisen, and Jane Shanard.
 - Attended MELSA Joint Trustee/Advisory and Advisory meetings.
- Capital projects
 - An update on building projects was distributed.
 - St. Anthony Library's re-opening event will be on Saturday, December 17. Commissioner Higgins and Library Director Thompson will give brief remarks at 11 a.m.
 - Southdale
 - The City of Edina will lead community meetings in December and January to gather public input about redeveloping the 8-acre site. Staff will have separate meetings.
 - Public input from those meetings will be used to shape a Request for Proposals that will be sent to the real estate development community. Final approval rests with the County Board.
 - Meetings to discuss library building design and library programs are planned to take place in 2018.
- Other
 - Visited all HC libraries and sections, totaling over 50 staff meetings in 2016. The focus was on the reframed Strategic Plan with time for staff discussion on any topic. She will compile the meeting themes and report on them at a future Board meeting.
 - Johannah Genett gave an update about the Miss Miyazaki Doll: Japanese Friendship Doll from the 1920s. Originally created to foster goodwill between the United States and Japan after the Immigration Act of 1924, Miss Miyazaki is an historical treasure. Like a well-used library book, the doll and its accessories have suffered some damage over the years. As of November 10, 2016, the Miss Miyazaki Doll has been officially transferred to the Minnesota Historical Society so it can be repaired and displayed.

COMMITTEE REPORTS

• **Bylaws Committee Report: Kathleen Lamb**

Committee members Kathleen Lamb, Jill Joseph, and Jane Shanard, Library Board members Katherine Blauvelt and Chris Damsgard, Library Director Thompson, and Library Division Manager Nancy Palmer attended the meeting.

- It focused on what the committee wanted to accomplish with a bylaws revision and what they would need to know in order to do a good job. Items discussed included the actual language of the Minnesota State Statutes, Hennepin County ordinance requirements, current practices not reflected in the bylaws, and bylaw directives that are not being met. Materials compiled by Nancy Palmer will form the basis for a discussion on what changes will be recommended to the full board.
- Everyone is invited to the next meetings: Monday, December 12, 4 p.m. and Tuesday, January 10, 4 p.m. at Ridgedale. Please review the bylaws and send Library Director Thompson questions or comments.

• **Executive Committee Report: Chris Damsgard**

Committee members Chris Damsgard, Caitlin Cahill, Sandy Johnson, and Library Board member Jane Shanard met following the last full board meeting.

- The committee reviewed the proposed dates and locations for the 2017 Library Board meetings. Locations, ease of access (traffic and meeting room size) and visiting the new Brooklyn Park Library were discussed.

- Library Director Thompson's 2017 Library Board agendas document was reviewed. Each County Board Commissioner will be invited to attend one meeting in 2017. Questions from the Library Board will be given to the commissioner ahead of time.
- Other suggested agenda items include stories from libraries, evolving technology and the role of a librarian.
- The committee will meet following the full board meetings in February and October 2017. A May meeting to review the budget will be scheduled for a separate date.
- **MELSA Trustees Meeting: Katherine Blauvelt**
 - Katherine Blauvelt attended at the MELSA Trustees meeting in Jill Joseph's place. MELSA approved the Council of Regional Public Library System Administrators' (CRPLSA) request to the 2017 Legislature for a \$3 million per year increase to the Regional Library Basic System Support (RLBSS) funds as well as a change to the current formula. This request is intended to increase the total RLBSS funding to reflect rising costs and use of public library service and to lessen the volatility of the formula.
 - They also approved the budget to launch Self-e, a portal that will hold and distribute the content Minnesota indie authors create.
- **Policy Committee Report: Caitlin Cahill**
 - Second Read: Internet Public Use Policy
Caitlin Cahill explained that the most significant change to the Internet Public Use Policy is shown in red in the "Principles" section on the tracked change draft policy: "Collection, retention, handling and disclosing of patron data is covered under the Patron Data Privacy Policy."
 - County Attorney Chuck Salter recommended that "Scope of Access" be revised to include the definition of obscene materials outlined in Minnesota Statute 617.241.
 - Minor textual revisions were made to the "Patron Responsibilities," "Parent and Guardian Responsibility," "Associated Policies and Laws," and "Process" sections.
 - Katherine Blauvelt made a motion to approve the draft Internet Public Use Policy; seconded by Jonathan Gaw. Discussion followed concerning the rules governing policy approval. Motion passed.

UNFINISHED BUSINESS None

NEW BUSINESS

Jane Shanard reported that the Friends of HCL sponsored Minneapolis Central Library 10th Anniversary celebration and that it was beautifully done. Jane shared the positive comments that the Friends' membership manager received when she was entering gifts online.

ADJOURN

There being no further business, Caitlin Cahill made a motion to adjourn the Library Board meeting at 6:40 p.m.; seconded by Adja Ann. Motion passed. The next Library Board meeting is Wednesday, January 25, 2017, 5 p.m. at Ridgedale Library, 12601 Ridgedale Drive, Minnetonka.

Sandy Johnson, Secretary